



United States of America
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

AUG 08 2012

Robert Delaware
MuckRock News
DEPT MR 1573, PO Box 55819
Boston, MA 02205-5819

Re: FOIA-2012-01180
Epson

Dear Mr. Delaware:

This is in response to your request dated July 27, 2012, under the Freedom of Information Act seeking access to <http://www.epson.com>. In accordance with the FOIA and agency policy, we have searched our records, as of July 27, 2012, the date we received your request in our FOIA office.

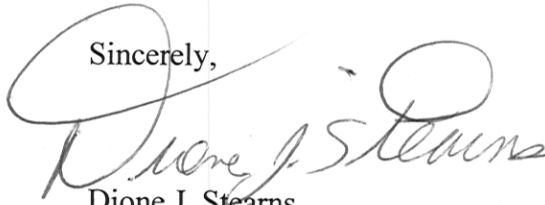
We have located 135 of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

We have acknowledged MuckRock News as a media source; therefore you are allowed 100 free pages, and the additional 35 pages fall within the waived amount threshold. In addition, per your request, the responsive records have been provided via CD-ROM.

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Beverly Davis at (202) 326-3311.

Sincerely,

A handwritten signature in black ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and a stylized "S" at the end.

Dione J. Stearns
Assistant General Counsel

Enclosed: Consumer Complaints (1 CD-ROM)